



Fasthosts Customer Support

cPanel User Guide



This manual covers everything you need to know in order to get started with cPanel and perform day to day administrative tasks.

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Introduction

cPanel is a powerful and intuitive web interface that enables you to provide your customers with an easy way to administer their websites, databases and email addresses.

This guide will cover all the basics needed in order to get starter with cPanel.

Before you begin

Before you begin you will need to make sure that you have the following details at hand:

- A cPanel account provided by your WHM Administrator.
- The login details for cPanel provided by your WHM Administrator.

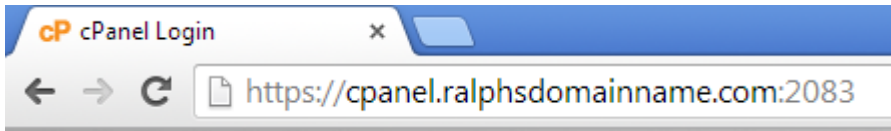
Using cPanel

Once you have created your first account in WHM, both your users and you will have access to the cPanel interface for that account.

Logging into cPanel

Step 1

If the domain's DNS is handled within cPanel browse to *cpnl.yourdomainname.com* replacing *yourdomainname.com* with the domain that you want to access the cPanel interface for.



Important: If the domain you are accessing cPanel for does not have DNS hosted on your server, you will need to access cPanel via `https://yourserverip:2083` replacing *yourserverip* with your server's IP address.

Step 2

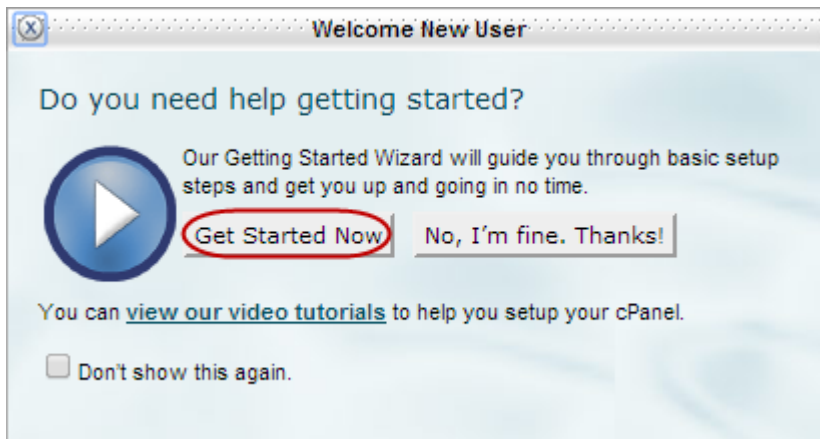
Enter your username and password in the fields provided and clicks the **Log in** button.

A screenshot of the cPanel login interface. At the top is the "cPanel" logo in orange. Below it, the word "Username" is followed by a text input field containing "ralphsmith" with a user icon on the left. Below that, the word "Password" is followed by a text input field with a lock icon on the left and a series of dots representing the password. At the bottom is an orange "Log in" button.

Using the cPanel Getting Started Wizard

Step 1

Upon your first login to cPanel you will be prompted to use the *Getting Started Wizard*. Click the **Get Started Now** button to run through it.



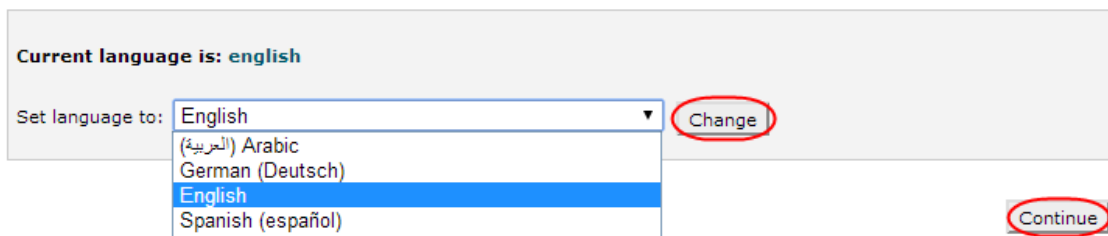
Select Locale

Step 1

The first step of the Wizard will ask you to choose the language for the cPanel interface. If this needs changing, select the correct language from the drop down menu and click **Change**.

Before we begin

In order to get started, please select the language you wish to use for your interface.

A screenshot of the language selection interface. It shows a grey box with the text 'Current language is: english'. Below this, there is a label 'Set language to:' followed by a dropdown menu. The dropdown menu is open, showing a list of languages: 'English', '(العربية) Arabic', 'German (Deutsch)', 'English' (highlighted in blue), and 'Spanish (español)'. To the right of the dropdown menu is a button labeled 'Change' (circled in red). At the bottom right of the grey box is a button labeled 'Continue' (circled in red).

Once you have selected the language that you want to use, click the **Continue** button.

Step 2

The next four steps contain introductory information, click the **Next Step** button after reading through each page.

Introduction to Web Hosting

Welcome to your web hosting account for ralphsdomainname.com. This software allows you to manage different aspects of your website, including your files, security, email, web applications, and much more. This Getting Started Wizard will introduce you to some of the concepts behind web hosting and allow you to configure some basic settings for your website so that you can start bringing traffic (visitors) to your site. At any time, you can use the jump menu to skip ahead to the next section.


Next Step

Web Disk Accounts

After reading through the introductory information you will find a step containing information regarding *Web Disk Accounts*. These allow you to drag and drop files to your hosting account from your local computer. If you are not intending to use this feature or you are not running Windows Vista, Windows 7 or Windows 8, click the **Disable Digest Authentication** button. Otherwise click **Skip this step**.

Web Disk Accounts

The Web Disk allows you to easily drag and drop files to your hosting account. Once your Web Disk is configured on your local (home) computer, you can then drag and drop files to it, edit files, or view file information, just as you can on your local (home) computer.

Web Disks Subdomains are relative to your account's home directory. The  icon signifies your home directory which is: "/home/toolbum".

Configure your main Web Disk account.

This account provides access to your entire web hosting account. Click on "Access Web Disk" to set up the Web Disk on your computer.

Digest Authentication for Windows®

To use Windows Vista®, Windows® 7 or Windows® 8 to access your Web Disk, please enable Digest Authentication. If you do not use one of these systems, you may disable Digest Authentication.

[Disable Digest Authentication](#)

[Skip this step](#)

New Email Account Setup

Step 1

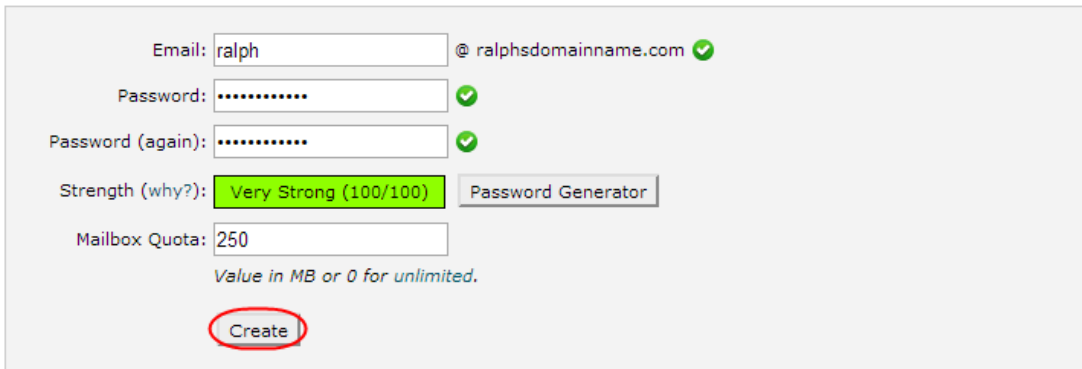
Next you will need to set up an initial email account. Fill out the fields as follows:

- **Email** – Enter the prefix of the email address.
- **Password** – Enter a password or click the **Password Generator** button.
- **Password (again)** – Re-enter your password unless you have used the Password Generator.
- **Mailbox Quota** – Enter your mailbox storage limit in MB, or enter 0 for unlimited.

Once finished click the **Create** button.

New Email Account Setup

You will need to create an email account at your domain so that you can receive email from customers or other visitors to your domain. You can use the **Email Accounts** function on the main page of your interface to add more email accounts later.



Email: @ ralphsdomainname.com ✓

Password: ✓

Password (again): ✓

Strength (why?): Very Strong (100/100) [Password Generator](#)

Mailbox Quota:

Value in MB or 0 for unlimited.

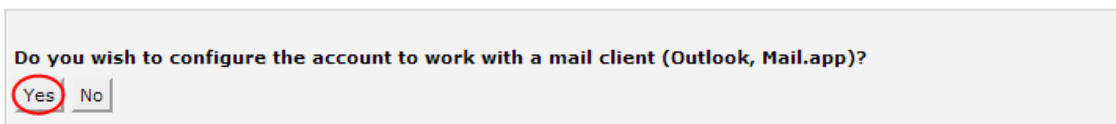
[Skip this step](#)

Step 2

If you want to use the email address you have with an email client click the **Yes** button and then click **Next Step**.

Email Accounts Account Created

The email account **ralph@ralphsdomainname.com** with the login **ralph+ralphsdomainname.com** with a quota of 250 Megabytes was successfully created.



Do you wish to configure the account to work with a mail client (Outlook, Mail.app)?


☒ Yes ☐ No

Set Default Address

The next step lets you choose what to do with mail that comes into an address that does not exist on the domain.

- **Discard with error to sender (at SMTP time)** – Select if you want the mail to be discarded.
 - **Failure Message (seen by sender)** – You can specify a custom message that will be sent back to the sender when they have attempted to contact an invalid email address.

- **Forward to email address** – Select this if you want to forward any email sent to a non-existent account to another address. Enter the email address you want mail to be forwarded to in the field provided.



Send all unrouted email for:
ralphsdomainname.com

☐ Discard with error to sender (at SMTP time)

Failure Message (seen by sender):

☒ Forward to email address

Forward to email address: ✓

Advanced Options »

Change

Once finished, click **Change**. A confirmation screen will appear, click **Next Step**.

Webmail

The next step contains a link to the Webmail client for cPanel. Bookmark this link for future use and click **Next Step**.

Webmail

Webmail allows you to access your email from any computer with an Internet connection and a web browser. Please make sure to log out when checking your email on public computers so that other people cannot read your email.

Drag this link [Access cPanel Webmail](#) to your desktop or your bookmarks toolbar.

Next Step

Contact Information & Preferences


In the *Contact Information & Preferences* section you can enter an email address that you can be contacted at. Enter an email address in the field provided and select any of the following options:

- **Send notification to your contact email address when you are reaching your disk quota.**
- **Send notifications to your contact email address when you are reaching your bandwidth usage limit.**
- **Send notifications to your contact email address when one of your email account approaches or is over quota.**

Once done click **Save**.

Contact Information & Preferences


Email address that you can be contacted at. This should be an email address that is not on your account if you have one.



If you wish to provide a second email address to receive notifications, enter it here.

Contact Preferences

- ☒ Send notifications to your contact email address when you are reaching your disk quota.
- ☒ Send notifications to your contact email address when you are reaching your bandwidth usage limit.
- ☒ Send notifications to your contact email address when one of your email accounts approaches or is over quota.



A confirmation screen will appear, review the settings made and click **Next Step**.

Change Style

In the *Change Style* section you can choose from a number of themes. Select one of these or scroll to the bottom of the page and select **Skip this step**.

Change Style

Current Style: **[root]**



Switch style to "[root]".



Switch style to "black_ice".

A confirmation screen will appear, review your settings and click **Next Step**.

Manage SSH Keys


The *Manage SSH Keys* section will ask you to either *Generate a new Key* or *Import Key*. The key is a private key that will allow your local machine to connect to your sever over SSH or SFTP.

If you already have a key that you use click **Import Key**. Otherwise click **Generate a new Key**.

Manage SSH Keys

The public and private key are similar to a puzzle. They are created together to use during the login/authentication process. The public key resides on the server (the remote location) The private key resides locally on your computer/server. When you attempt to login to a server, the public and private key are compared. If they "match", then you will be allowed to login to the server location.

Note: SSH keys can be used to authenticate to SSH services like SFTP or SSH terminal if these features are enabled for your account.

 Generate a new Key

OR

 Import Key

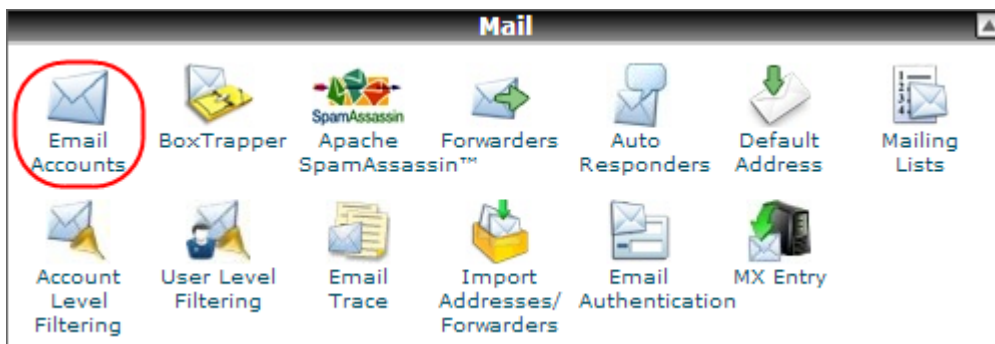
This is the end of the cPanel Getting Started Wizard, click the **home** icon in the top left to return to the cPanel interface.



Adding a new mailbox to a domain

Step 1

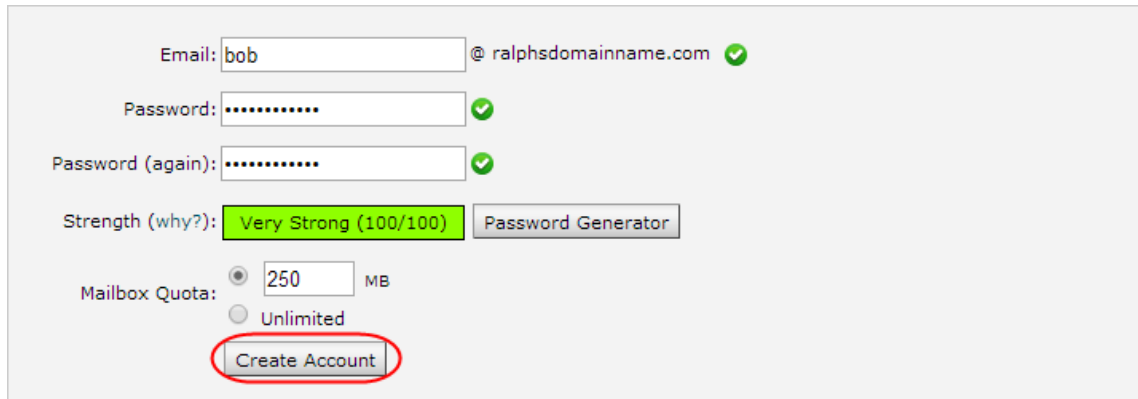
Click on the **Email Accounts** icon found in the *Mail* section.



Step 2

Fill out the mailbox details in the fields provided.

- **Email:** - Enter the prefix for the new mailbox address.
- **Password:** - Enter a password for the new mailbox.
- **Password(again):** - Enter the password again.
- **Mailbox Quota:** - Enter an amount in MB to limit the mailbox size for or select *Unlimited*.



Email: @ ralphsdomainname.com ✓

Password: ✓

Password (again): ✓

Strength (why?): Very Strong (100/100) [Password Generator](#)

Mailbox Quota: ☒ 250 MB ☐ Unlimited

[Create Account](#)

Once done click **Create Account** your mailbox will now be created.



Quick tip: You can also use the **Password Generator** button to get cPanel to generate a strong password for you.

Installing Software

You can install software such as WordPress to cPanel as long as your WHM administrator has enabled it for you.

Step 1

Log in to cPanel, scroll down to the *Software/Services* section and click the **Site Software** icon.



Step 2

Click the link for the software you want to install, in this example *WordPress* has been selected.



Step 3

Fill out the WordPress installation details as follows:

- **Admin User:** Enter a username.
- **Admin Pass:** Enter a password.
- **Admin Password (Again):** Re-enter the password.
- **Email:** Enter an email address.
- **Installation URL:** Select the installation URL, you can also enter a subfolder into the box below.



The screenshot shows the WordPress installation form in cPanel. The fields are as follows:

- Admin User:** Text input with "ralphswp" and a note "(Minimum 5 characters)".
- Admin Pass:** Password input with masked characters and a note "(Minimum 5 characters)". Below it, "Password Strength: Very Strong (100/100)" and a "Generate Password" button.
- Admin Password (Again):** Password input with masked characters.
- Email:** Text input with "ralph@ralphsotherdorr".
- Installation URL:** Text input with "http://ralphsdomainname.com" and a dropdown menu. Below it is a link "[Add a subdomain]" and an empty text input box.



Quick tip: You can also use the **Password Generator** button to get cPanel to generate a strong password for you.

Step 4

In the *Additional install* options section, fill out the fields as follows:

- **Blog name:** Enter a name for your blog.
- **Blog description:** Enter a description for your blog.
- **Table Prefix:** Enter a prefix for database tables.
- **MySQL DB:** Select the database you want the software to use.

Additional install options:

Blog name:

Blog description:

Table Prefix:

MySQL DB:

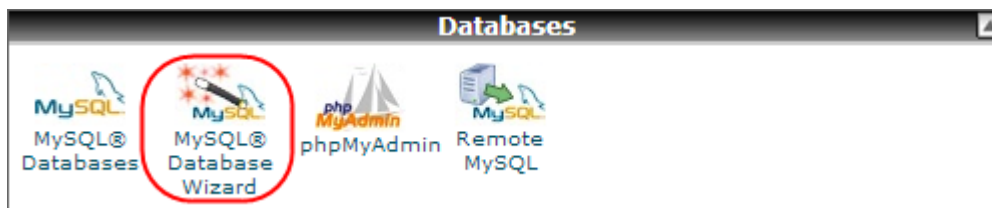
Install

Once finished, click the **Install** button.

Creating a database

Step 1

Scroll down to the *Databases* section and click the **MySQL® Database Wizard** icon.



Step 2

Enter a name for your new database in the field provided and click the **Next Step** button.

Step 1: Create A Database

New Database: ✓

Next Step

Step 3

In the next step you will set up a user for your new database. Fill out the fields given as follows:

- **Username:** - Enter the username for your database user.
- **Password:** - Enter a password for your new user.
- **Password (Again):** - Re-enter the password for your user.

Step 2: Create Database Users:

Username: ✓

Note: seven characters max

Password: ✓

Password (Again): ✓

Strength (why?): Very Strong (100/100)

Once finished, click the **Create User** button.



Quick tip: You can also use the **Password Generator** button to get cPanel to generate a strong password for you.

Step 4

Tick all the privileges that you want your new user to have access to on the database you have just created. You can also select *ALL PRIVILEGES* to assign the user all privileges shown.

<input checked="" type="checkbox"/> ALL PRIVILEGES	
<input checked="" type="checkbox"/> ALTER	<input checked="" type="checkbox"/> CREATE
<input checked="" type="checkbox"/> CREATE ROUTINE	<input checked="" type="checkbox"/> CREATE TEMPORARY TABLES
<input checked="" type="checkbox"/> CREATE VIEW	<input checked="" type="checkbox"/> DELETE
<input checked="" type="checkbox"/> DROP	<input checked="" type="checkbox"/> EXECUTE
<input checked="" type="checkbox"/> INDEX	<input checked="" type="checkbox"/> INSERT
<input checked="" type="checkbox"/> LOCK TABLES	<input checked="" type="checkbox"/> REFERENCES
<input checked="" type="checkbox"/> SELECT	<input checked="" type="checkbox"/> SHOW VIEW
<input checked="" type="checkbox"/> TRIGGER	<input checked="" type="checkbox"/> UPDATE

Once you have selected all the privileges that you want to assign to your new user, click the **Next Step** button.

Step 5

A confirmation screen will appear and also give you three options:

- Click the **Add another database** link to add another database.
- Click the **Add another user for your MySQL database** link to add another user.
- Click the **Return Home** link to go back to the main cPanel interface.

MySQL® Database Wizard

Step 4: Complete the task

User "**ralph_newuser**" was added to the database "**ralphsdb_newdb**".

[Add another database.](#)

[Add another user for your MySQL database.](#)

[Return Home](#)

Adding additional domains to cPanel

Step 1

Log in to cPanel, scroll down to the *Domains* section and click the **Addon Domains** icon.

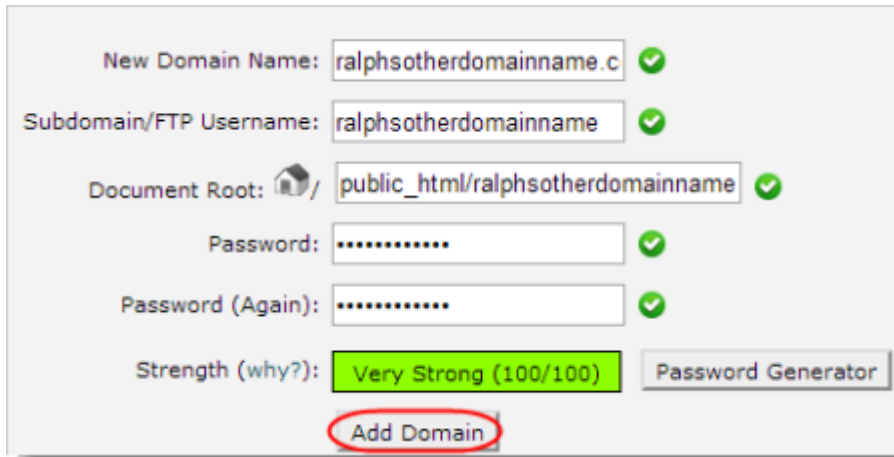


Step 2

Enter the details for the new domain as follows:


- **New Domain Name:** Enter the domain name that you are adding.
- **Subdomain/FTP Username:** Enter a username for use with FTP (This will be auto filled).
- **Document Root:** The location for the website will be auto filled.
- **Password:** Enter a Password for use with FTP.
- **Password (Again):** Re-enter the password for FTP.

You can also use the **Password Generator** button to have cPanel generate a strong password for you.



New Domain Name: ✓

Subdomain/FTP Username: ✓

Document Root:  ✓

Password: ✓

Password (Again): ✓

Strength (why?): Very Strong (100/100) [Password Generator](#)

[Add Domain](#)

A confirmation will appear to state that the domain has been added.

Adding an SSL certificate to a domain name

Generate a CSR request

Step 1

Scroll down to the *Security* section and select the **SSL/TLS Manager** icon.



Step 2

Click the link *Generate, view or delete SSL certificate signing requests.*

Private Keys (KEY)

[Generate, view, upload, or delete your private keys.](#)

Certificate Signing Requests (CSR)

[Generate, view, or delete SSL certificate signing requests.](#)

Certificates (CRT)

[Generate, view, upload, or delete SSL certificates.](#)

Install and Manage SSL for your site (HTTPS)

[Manage SSL sites.](#)

Step 3

Fill out the CSR form using the fields provided.

- **Key:-** Leave this field set at *Generate a new 2,048 bit key*.
- **Domains:-** Enter the domain name that you want to add SSL to.
- **City:-** Enter the City that the domain's registrant details contain.
- **State:-** Enter the State or County that the domain's registrant details contain.
- **Country:-** Select the domain registrant's country from the dropdown menu.
- **Company:-** Enter your company name.
- **Company Division:-** Enter the division within your company.
- **Email:** Enter the domain registrant's email address.
- **Passphrase:** Enter a passphrase (optional).
- **Description:** Enter a description (optional).

Once finished click the **Generate** button.

Step 4

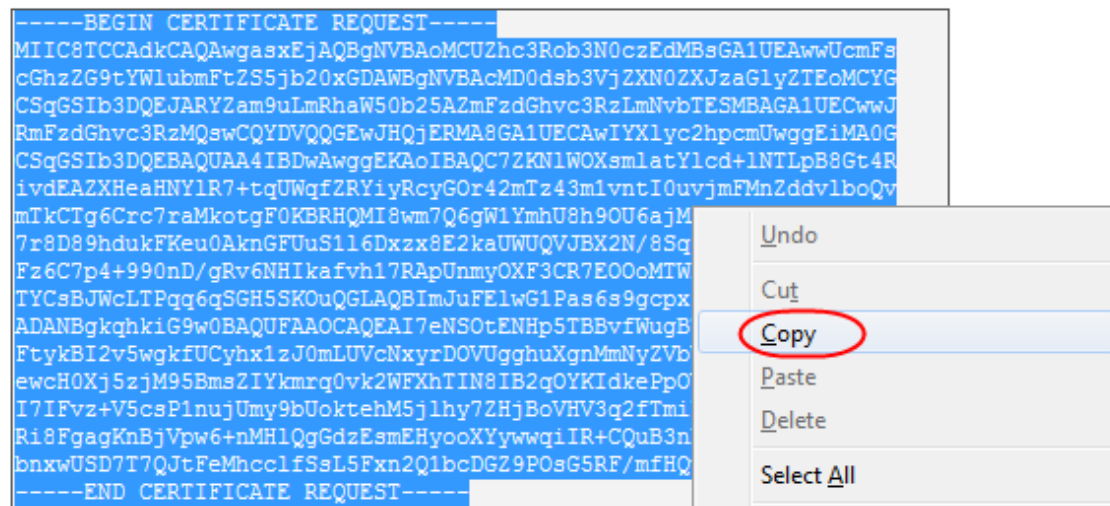
Copy the entire *Encoded Certificate Signing Request* from the start of the line reading:

-----BEGIN CERTIFICATE REQUEST-----

To the end of the line reading:

-----END CERTIFICATE REQUEST-----

Encoded Certificate Signing Request:



Paste this into a *notepad* file for safe keeping.

Step 5

You will need to provide this to your chosen certificate authority (the company you are purchasing your SSL certificate from). They will then provide you with the certificate part to upload to cPanel.



Quick tip: You can [purchase SSL certificates through the Fasthosts control panel](#).

Enter your certificate (CRT)

Step 1

Once you have the gained the CRT from your certificate authority, copy the entire certificate from the start of the line reading:

-----BEGIN CERTIFICATE-----

To the end of the line reading:

-----END CERTIFICATE-----

-----BEGIN CERTIFICATE-----
MIIFdCCBFygAwIBAgIDCM0PMA0GCSqGSIb3DQEBAQUAMGExCzAJBgNVBAYTAiVT
MRYwFAYDVQQKEw1HZW9UcnVzdCBjbmuMR0wGwYDVQLExREb21haW4gVmFsaWRh
dGVkIFNTTDEbMBkGA1UEAxMSR2VvVHJ1c3QgRfYgU1NMIENBMB4XDTE0MDMxOTIx
MDgzNFoXDTE1MDMyMzExNDEzN1owgc8xKTAnBgNVBAUTIHBIVkpDSEx3STVzbjRu
YTdqUy8tbUtXWk1BeTE1OEZrMRMwEQYDVQLEwpHVDQwNjQ5NTgzMTEwLWYDVQQL
EyhTZWUgd3d3Lmdlb3RydXN0LmNvbS9yZXNvdXJjZXNvY3ZlChJkTE0MTcwNQYD
VQQLEx5Eb21haW4gQ29udHJvbCBWYXpZGF0ZWQgLSBRdWlja1NTTChSKSBQcmVt
aXVtMSEwHwYDVQQDEh3d3cucmFscGhzZG9tYWlubmFtZS5jb20wggiMA0GCSqG
SIb3DQEBAQUAA4IBDwAwggEKAoIBAQCleu3wrrk8Utu0PRowNnZ6p4/Fob6owqN
d3V4GodZbQAZgE+WQc8mwcwfjw5tUnfQMfdDTVVVGcfp/656cLusCjJVBMX8Z0fn
zDvamcke+0E61oPly3hxoLcf60SdUwuiuvXryJKZW0xnsFKlHeJwC50f6bsOoLzl
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1O/+ye21BFPozDBEJy/dbl6P/wlPNe663mb7Zpol5qKUL/ycv3b3UPqjDphJCEA4
+j0NIA+N6a8s+qvVCyCHFL4drMoJk8nOUWkxTB9VubHwhXq9h9FagMBAAGjggHE
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BAMCBaAwHQYDVR0lBBYwFAYIKwYBBQUHAWEGCCsGAQUFBwMCMDkGA1UdEQQyMDCC
GHd3dy5yYWxwaHNkb21haW5uYW1lLmNvbYUuc29udHJvbCBWYXpZGF0ZWQgLSBRdWlja1NTTChSKSBQcmVt
aXVtMSEwHwYDVQQDEh3d3cucmFscGhzZG9tYWlubmFtZS5jb20wggiMA0GCSqG
SIb3DQEBAQUAA4IBDwAwggEKAoIBAQCleu3wrrk8Utu0PRowNnZ6p4/Fob6owqN
d3V4GodZbQAZgE+WQc8mwcwfjw5tUnfQMfdDTVVVGcfp/656cLusCjJVBMX8Z0fn
zDvamcke+0E61oPly3hxoLcf60SdUwuiuvXryJKZW0xnsFKlHeJwC50f6bsOoLzl
aVBIKAT2kTIEq6uuQSTHuXbgtAYFrU32ERe8Qscvjx8yQR25R8vMSN/jDplBtkE6
1O/+ye21BFPozDBEJy/dbl6P/wlPNe663mb7Zpol5qKUL/ycv3b3UPqjDphJCEA4
+j0NIA+N6a8s+qvVCyCHFL4drMoJk8nOUWkxTB9VubHwhXq9h9FagMBAAGjggHE
MIIBwDAFBgNVHSMEGDAWgBBSM9NmTCke8AKBzkt1bqC2sLJ+/DAOBgNVHQ8BAf8E
BAMCBaAwHQYDVR0lBBYwFAYIKwYBBQUHAWEGCCsGAQUFBwMCMDkGA1UdEQQyMDCC
GHd3dy5yYWxwaHNkb21haW5uYW1lLmNvbYUuc29udHJvbCBWYXpZGF0ZWQgLSBRdWlja1NTTChSKSBQcmVt
aXVtMSEwHwYDVQQDEh3d3cucmFscGhzZG9tYWlubmFtZS5jb20wggiMA0GCSqG
SIb3DQEBAQUAA4IBDwAwggEKAoIBAQCleu3wrrk8Utu0PRowNnZ6p4/Fob6owqN
d3V4GodZbQAZgE+WQc8mwcwfjw5tUnfQMfdDTVVVGcfp/656cLusCjJVBMX8Z0fn
zDvamcke+0E61oPly3hxoLcf60SdUwuiuvXryJKZW0xnsFKlHeJwC50f6bsOoLzl
aVBIKAT2kTIEq6uuQSTHuXbgtAYFrU32ERe8Qscvjx8yQR25R8vMSN/jDplBtkE6
1O/+ye21BFPozDBEJy/dbl6P/wlPNe663mb7Zpol5qKUL/ycv3b3UPqjDphJCEA4
+j0NIA+N6a8s+qvVCyCHFL4drMoJk8nOUWkxTB9VubHwhXq9h9FagMBAAGjggHE
MIIBwDAFBgNVHSMEGDAWgBBSM9NmTCke8AKBzkt1bqC2sLJ+/DAOBgNVHQ8BAf8E
BAMCBaAwHQYDVR0lBBYwFAYIKwYBBQUHAWEGCCsGAQUFBwMCMDkGA1UdEQQyMDCC
GHd3dy5yYWxwaHNkb21haW5uYW1lLmNvbYUuc29udHJvbCBWYXpZGF0ZWQgLSBRdWlja1NTTChSKSBQcmVt
aXVtMSEwHwYDVQQDEh3d3cucmFscGhzZG9tYWlubmFtZS5jb20wggiMA0GCSqG
SIb3DQEBAQUAA4IBDwAwggEKAoIBAQCleu3wrrk8Utu0PRowNnZ6p4/Fob6owqN
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zDvamcke+0E61oPly3hxoLcf60SdUwuiuvXryJKZW0xnsFKlHeJwC50f6bsOoLzl
aVBIKAT2kTIEq6uuQSTHuXbgtAYFrU32ERe8Qscvjx8yQR25R8vMSN/jDplBtkE6
1O/+ye21BFPozDBEJy/dbl6P/wlPNe663mb7Zpol5qKUL/ycv3b3UPqjDphJCEA4
+j0NIA+N6a8s+qvVCyCHFL4drMoJk8nOUWkxTB9VubHwhXq9h9FagMBAAGjggHE
MIIBwDAFBgNVHSMEGDAWgBBSM9NmTCke8AKBzkt1bqC2sLJ+/DAOBgNVHQ8BAf8E
BAMCBaAwHQYDVR0lBBYwFAYIKwYBBQUHAWEGCCsGAQUFBwMCMDkGA1UdEQQyMDCC
GHd3dy5yYWxwaHNkb21haW5uYW1lLmNvbYUuc29udHJvbCBWYXpZGF0ZWQgLSBRdWlja1NTTChSKSBQcmVt
aXVtMSEwHwYDVQQDEh3d3cucmFscGhzZG9tYWlubmFtZS5jb20wggiMA0GCSqG
SIb3DQEBAQUAA4IBDwAwggEKAoIBAQCleu3wrrk8Utu0PRowNnZ6p4/Fob6owqN
d3V4GodZbQAZgE+WQc8mwcwfjw5tUnfQMfdDTVVVGcfp/656cLusCjJVBMX8Z0fn
zDvamcke+0E61oPly3hxoLcf60SdUwuiuvXryJKZW0xnsFKlHeJwC50f6bsOoLzl
aVBIKAT2kTIEq6uuQSTHuXbgtAYFrU32ERe8Qscvjx8yQR25R8vMSN/jDplBtkE6
1O/+ye21BFPozDBEJy/dbl6P/wlPNe663mb7Zpol5qKUL/ycv3b3UPqjDphJCEA4
+j0NIA+N6a8s+qvVCyCHFL4drMoJk8nOUWkxTB9VubHwhXq9h9FagMBAAGjggHE
MIIBwDAFBgNVHSMEGDAWgBBSM9NmTCke8AKBzkt1bqC2sLJ+/DAOBgNVHQ8BAf8E
BAMCBaAwHQYDVR0lBBYwFAYIKwYBBQUHAWEGCCsGAQUFBwMCMDkGA1UdEQQyMDCC
GHd3dy5yYWxwaHNkb21haW5uYW1lLmNvbYUuc29udHJvbCBWYXpZGF0ZWQgLSBRdWlja1NTTChSKSBQcmVt
aXVtMSEwHwYDVQQDEh3d3cucmFscGhzZG9tYWlubmFtZS5jb20wggiMA0GCSqG
SIb3DQEBAQUAA4IBDwAwggEKAoIBAQCleu3wrrk8Utu0PRowNnZ6p4/Fob6owqN
d3V4GodZbQAZgE+WQc8mwcwfjw5tUnfQMfdDTVVVGcfp/656cLusCjJVBMX8Z0fn
zDvamcke+0E61oPly3hxoLcf60SdUwuiuvXryJKZW0xnsFKlHeJwC50f6bsOoLzl
aVBIKAT2kTIEq6uuQSTHuXbgtAYFrU32ERe8Qscvjx8yQR25R8vMSN/jDplBtkE6
1O/+ye21BFPozDBEJy/dbl6P/wlPNe663mb7Zpol5qKUL/ycv3b3UPqjDphJCEA4
+j0NIA+N6a8s+qvVCyCHFL4drMoJk8nOUWkxTB9VubHwhXq9h9FagMBAAGjggHE
MIIBwDAFBgNVHSMEGDAWgBBSM9NmTCke8AKBzkt1bqC2sLJ+/DAOBgNVHQ8BAf8E
BAMCBaAwHQYDVR0lBBYwFAYIKwYBBQUHAWEGCCsGAQUFBwMCMDkGA1UdEQQyMDCC
GHd3dy5yYWxwaHNkb21haW5uYW1lLmNvbYUuc29udHJvbCBWYXpZGF0ZWQgLSBRdWlja1NTTChSKSBQcmVt
aXVtMSEwHwYDVQQDEh3d3cucmFscGhzZG9tYWlubmFtZS5jb20wggiMA0GCSqG
SIb3DQEBAQUAA4IBDwAwggEKAoIBAQCleu3wrrk8Utu0PRowNnZ6p4/Fob6owqN
d3V4GodZbQAZgE+WQc8mwcwfjw5tUnfQMfdDTVVVGcfp/656cLusCjJVBMX8Z0fn
zDvamcke+0E61oPly3hxoLcf60SdUwuiuvXryJKZW0xnsFKlHeJwC50f6bsOoLzl
aVBIKAT2kTIEq6uuQSTHuXbgtAYFrU32ERe8Qscvjx8yQR25R8vMSN/jDplBtkE6
1O/+ye21BFPozDBEJy/dbl6P/wlPNe663mb7Zpol5qKUL/ycv3b3UPqjDphJCEA4
+j0NIA+N6a8s+qvVCyCHFL4drMoJk8nOUWkxTB9VubHwhXq9h9FagMBAAGjggHE
MIIBwDAFBgNVHSMEGDAWgBBSM9NmTCke8AKBzkt1bqC2sLJ+/DAOBgNVHQ8BAf8E
BAMCBaAwHQYDVR0lBBYwFAYIKwYBBQUHAWEGCCsGAQUFBwMCMDkGA1UdEQQyMDCC
GHd3dy5yYWxwaHNkb21haW5uYW1lLmNvbYUuc29udHJvbCBWYXpZGF0ZWQgLSBRdWlja1NTTChSKSBQcmVt
aXVtMSEwHwYDVQQDEh3d3cucmFscGhzZG9tYWlubmFtZS5jb20wggiMA0GCSqG
SIb3DQEBAQUAA4IBDwAwggEKAoIBAQCleu3wrrk8Utu0PRowNnZ6p4/Fob6owqN
d3V4GodZbQAZgE+WQc8mwcwfjw5tUnfQMfdDTVVVGcfp/656cLusCjJVBMX8Z0fn
zDvamcke+0E61oPly3hxoLcf60SdUwuiuvXryJKZW0xnsFKlHeJwC50f6bsOoLzl
aVBIKAT2kTIEq6uuQSTHuXbgtAYFrU32ERe8Qscvjx8yQR25R8vMSN/jDplBtkE6
1O/+ye21BFPozDBEJy/dbl6P/wlPNe663mb7Zpol5qKUL/ycv3b3UPqjDphJCEA4
+j0NIA+N6a8s+qvVCyCHFL4drMoJk8nOUWkxTB9VubHwhXq9h9FagMBAAGjggHE
MIIBwDAFBgNVHSMEGDAWgBBSM9NmTCke8

Step 2

Scroll down to the *Security* section and select the **SSL/TLS Manager** icon.



Step 3

Click the link *Generate, view, upload or delete SSL certificates*.

Private Keys (KEY)

Generate, view, upload, or delete your private keys.

Certificate Signing Requests (CSR)

Generate, view, or delete SSL certificate signing requests.

Certificates (CRT)

Generate, view, upload, or delete SSL certificates.

Install and Manage SSL for your site (HTTPS)

Manage SSL sites.

Step 4

Paste your certificate into the box labelled *Paste your certificate below* and click **Save Certificate**.

Apply the SSL certificate to your domain

Step 1

Scroll down to the *Security* section and select the **SSL/TLS Manager** icon.



Step 2

Click the link *Manage SSL Sites*.

Private Keys (KEY)

Generate, view, upload, or delete your private keys.

Certificate Signing Requests (CSR)

Generate, view, or delete SSL certificate signing requests.

Certificates (CRT)

Generate, view, upload, or delete SSL certificates.

Install and Manage SSL for your site (HTTPS)

Manage SSL sites.

Step 3

Scroll down the page and from the *Domain* drop down menu select the domain name that you want to install the SSL certificate on.

Install an SSL Website



Note: You do not have a dedicated IP address. As a result, web browsers may give false security warnings to your users when they access any of your websites. Internet Explorer™ on Windows XP™ is the most widely used web browser.


Browse Certificates

Domain: 


IP Address:

Step 4

Click the button that appears labelled **Autofill by Domain**. This will automatically fill in all the key parts for the domain that were installed in previous steps.

Domain:  **Autofill by Domain**

IP Address: 109.228.16.61

Certificate: (CRT) 

```
-----BEGIN CERTIFICATE-----
MIIFdDCCBFygAwIBAgIDCM0PMA0GCSqGSIb3DQEBBQUAMGExCzAJBgNVBAYTA1VT
MRYwFAYDVQQKEw1HZW9UcnVzdCBJbmMuMR0wGwYDVQQLEwREb21haW4gVmFsaWRh
dGVkIFNTTDEbMBkGA1UEAxMSR2VvVHJ1c3QgRFRYgU1NMIENBMB4XDTE0MDMxOTIx
MDgzNFoXDTE1MDMyMzExNDEzN1owgc8xKTAnBgNVBAUTIHB1VkpDSEx3STVzbjRu
YTdqUy8tbUtXWk1BeTE1OEZrMRMwEQYDVQQLEwphVDQwNjQ5NTgzMTEwLWYDVQQL
EyhTZWUgd3d3Lmdlb3RydXN0LmNvbS9yZXNvdXJjZXNvY3BzICChjKTE0MTcwNQYD
VQQLEx5Eb21haW4gQ29udHJvbnCBWYXxpZGF0ZWQgLSBRdW1ja1NTTChSKSBQcmVt
aXVtMSEwHwYDVQQDEw1hZ3d3cucmFscGhzZG9tYXl1bW11bW11bW11bW11bW11bW11
S1b3DQEBAQUAA4IBDwAwggEKAoIBAQC18eu3wrrk8Utu0PRowNnZ6p4/FOb6owqN
d3V4GodZbQAZgE+WQc8mwcwfjw5tUnfQMfdDTVVVGcfp/656cLusCJjVBMX8Z0fn
-----
```

Domains: www.ralphsdomainname.com
ralphsdomainname.com

Issuer: GeoTrust Inc.

Key Size: 2,048 bits (a5f1ebb7 ...)

Expiration: Mar 23, 2015 11:41:38 AM

The certificate may already be on your server. You can either paste the certificate here or try to retrieve it for your domain.

Step 5

Scroll to the bottom of the page and click the **Install Certificate** button.

Certificate Authority Bundle: (CABUNDLE) ✓ **Optional**

```
-----BEGIN CERTIFICATE-----
MIIDfTCCAuagAwIBAgIDErvmMA0GCSqGSIb3DQEBBQUAME4xCzAJBgNVBAYTA1VT
MRAwDgYDVQQKEwdFcXVpZmF4MS0wKwYDVQQLEyRfcXVpZmF4IFN1Y3VyZSBDZXJ0
aWZpY2F0ZSBDbXR0b3JpdHkwHhcNMDIwNTIxMDQwMDAwWhcNMTgwODIxMDQwMDAw
WjBCMQswCQYDVQQGEwJVUzEWMBQGA1UEChMNR2VvVHJ1c3QgSW5jLjEbmBkGA1UE
AxMSR2VvVHJ1c3QgR2xvYmFsIENBMIIBIjANBgkqhkiG9w0BAQEFAAOCAQ8AMIIB
CgKCAQEA2swYYzD99BcjG1Z+W988bDjkc4kdS8odhM+KhDtGpPtSEHCIjaWC9m
OSm9BXiLnTjoBbdqfnGk5sRgprDvgOSJKA+eJdbtg/OtpHhM1CGDUUna2YRpIu
T8rxh0PBFpVXLVDviS2Aelet8u5fa9IAjkbU+BQVNdnARqN7csiRv81VK83Q1z6c
JmTM386DGXHKtubU1XupGc1V3sjs0144U+VcT4wt/1AjNvxm5suOpDkZALeVAjmR
Cw7+OC7RHQWa9k0+bw8HHA8sHo9gOeL6N1MTodReJivbPagUvTLrGAMoUgRx5asz
-----
```

In most cases, you do not need to supply the CA bundle because the server will fetch it from a public repository during installation.

Install Certificate **Reset**

A confirmation screen will appear, click the **OK** button to finish the SSL installation.

Using the cPanel Backup Wizard

Creating a backup

Step 1

Scroll down to the *Files* section and click the **Backup Wizard** icon.



Step 2

Click the **Backup** button under the *Backup* section.

Backup

This feature allows you to download a zipped copy of your entire site or parts of it onto your computer.

The following are backed up and included in a zip file for your convenience:

- Home Directory
- MySQL Databases
- Email forwarders configuration
- Email filters configuration

[Backup →](#)

Restore

This feature allows you to restore parts of your cPanel by uploading your partial backup zip file(s) that you downloaded from the backup feature.

The following can be restored:

- Home Directory
- MySQL Databases
- Email forwarders configuration
- Email filters configuration

[Restore →](#)

Step 3

Depending on what you want to backup, click the **Full Backup** button to backup everything or select one of the *Partial Backup* options:

- **Home Directory** – Backs up the website files.
- **MySQL Databases** – Backs up the MySQL databases.
- **Email Forwarders and Filters** – Backs up email forwarders and filters.

Full Backup

This feature allows you to create an archive of all the files and configurations on your website.

[Full Backup →](#)

Note: You can only use this to move your account to another server, or to keep a local copy of your files. You cannot restore Full Backups through your cPanel interface. Find out more details on the above link.

Select Partial Backup

This feature allows you to select which partial backup you want to download.

[Home Directory →](#)

[MySQL Databases →](#)


[Email Forwarders and Filters →](#)

Step 4

Select the backup destination from the *Backup Destination* drop down menu:

- **Home Directory** – Your server's own home directory.
- **Remote FTP server** – Backup over FTP to a remote server.
- **Remote FTP server (passive mode transfer)** – Backup using passive FTP to a remote server.
- **Secure Copy** – Backup to a remote server using SCP.


Generate a Full Backup

Backup Destination: Remote FTP Server 

Email Address: Home Directory
Remote FTP Server
Remote FTP Server (passive mode transfer)
Secure Copy (SCP) etion.

Step 5

Enter an email address into the field provided. This will be used to send a notification once the backup has been completed. If you do not want to receive a notification, select *Do not send email notification of backup completion.*


Email Address: ☒ ralph@ralphsotherdomai 


☐ Do not send email notification of backup completion.


Step 6


If you are performing a backup over FTP or SCP to a remote server fill out the below fields, otherwise skip this step.


- **Remote Server:** Enter the IP address of the remote server.
- **Remote User:** Enter the FTP or SCP username for the remote server.
- **Remote Password:** Enter the FTP or SCP password for the remote server.
- **Port:** Enter the FTP port used for connecting to the remote server (Usually 21).
- **Remote Dir:** Enter the directory on the remote server where you want to store your backup.

Remote Server (FTP/SCP only): 109.228.16.32 

Remote User (FTP/SCP only): ralphsotherftp 

Remote Password (FTP/SCP only): ●●●●●●●● 

Port (FTP/SCP only): 21 


Remote Dir (FTP/SCP only): /backup 

Step 7

Click the **Generate Backup** button, a confirmation screen will appear and your backup will start.

Generate a Full Backup

Backup Destination:

Email Address: ☒ 

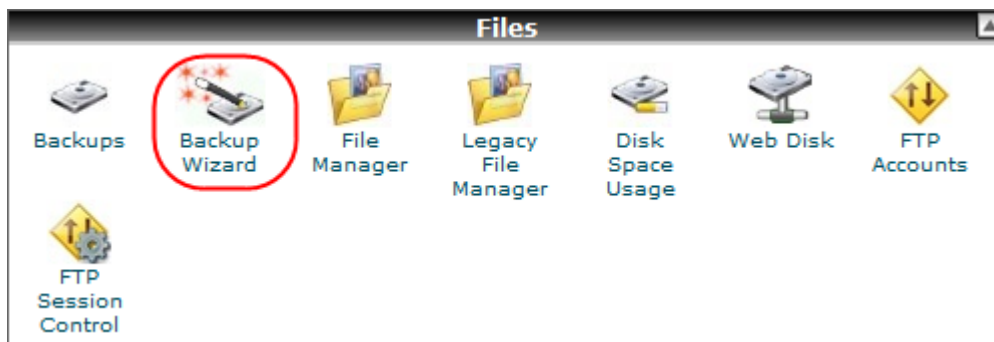
☐ Do not send email notification of backup completion.

Generate Backup

Restoring a backup

Step 1

Scroll down to the *Files* section and click the **Backup Wizard** icon.



Step 2

Click the **Restore** button under the *Backup* section.

Backup

This feature allows you to download a zipped copy of your entire site or parts of it onto your computer.

The following are backed up and included in a zip file for your convenience:

- Home Directory
- MySQL Databases
- Email forwarders configuration
- Email filters configuration

Backup →

Restore

This feature allows you to restore parts of your cPanel by uploading your partial backup zip file(s) that you downloaded from the backup feature.

The following can be restored:

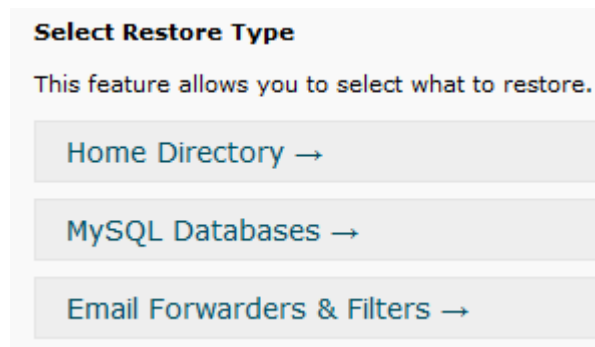
- Home Directory
- MySQL Databases
- Email forwarders configuration
- Email filters configuration

Restore →

Step 3

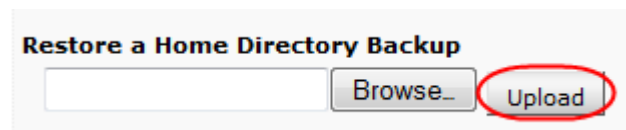
Select the restore type that you want to perform from the following list:

- **Home Directory** – Select to restore the server's home directory.
- **MySQL Databases** – Select to restore the MySQL database.
- **Email Forwarders & Filters** – Select to restore Email forwarders and filters.



Step 4

Browse and locate your backup file and click **Upload**.



Once the upload is finished, a restore log will appear.

Changing the cPanel Theme

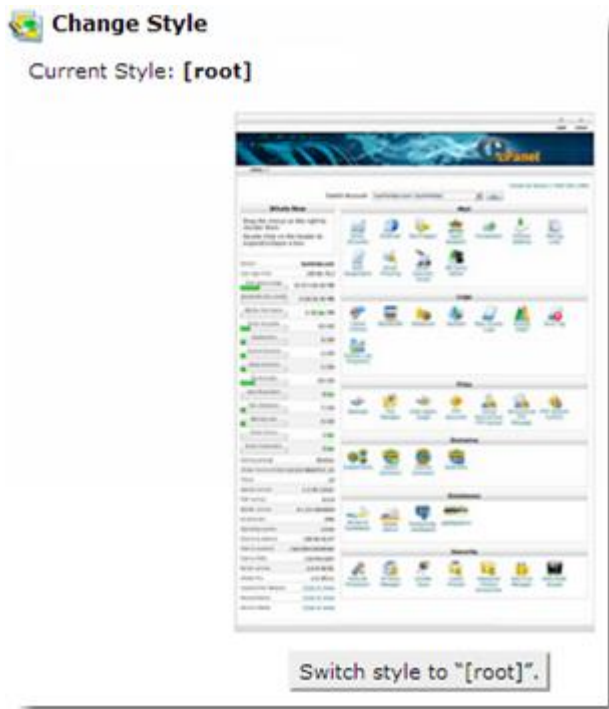
Step 1

Scroll down to the *Preferences* section and click the **Change Style** icon.



Step 2

Select a theme from the list by clicking the **Switch style to ...** button below it.



A confirmation will appear to state that the style has been changed.

cPanel Administrative Tasks

Edit DNS for a domain within cPanel

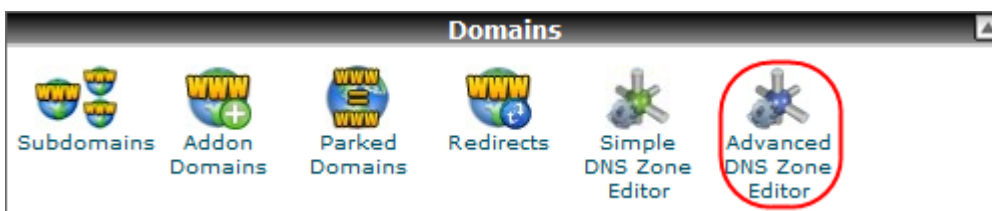


Important: In order to be able to edit DNS within cPanel, the *zoneedit* feature must be enabled for the account by an Administrator in WHM.

Edit an existing DNS record

Step 1

Scroll down to the *Domains* section and click on the **Advanced DNS Zone Editor** icon.



Step 2

Scroll down to the *Zone File Records* table and click the *Edit* link next to the record you want to edit.

NAME	TTL	CLASS	TYPE	RECORD	ACTION
ns1.ralphsdomainname.com.	14400	IN	A	109.228.16.61	Edit Delete
ns2.ralphsdomainname.com.	14400	IN	A	109.228.18.72	Edit Delete
ralphsdomainname.com.	14400	IN	A	109.228.16.61	Edit Delete

Step 3

A drop down will appear under the record you have chosen to edit. Enter the changes you want to make in the fields provided and click **Edit Record**.

ralphsdomainname.com.	14400	IN	A	109.228.16.61	Edit Delete
-----------------------	-------	----	---	---------------	---

Name:

TTL:

Type:

Address:

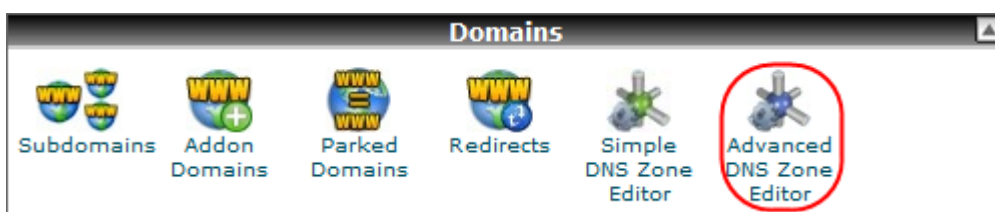
[cancel](#) or [Edit Record](#)

A confirmation that the change has been made will appear.

Create a new DNS record

Step 1

Scroll down to the *Domains* section and click on the **Advanced DNS Zone Editor** icon.



Step 2

Scroll down to the *Add a Record* section and fill out the fields provided:

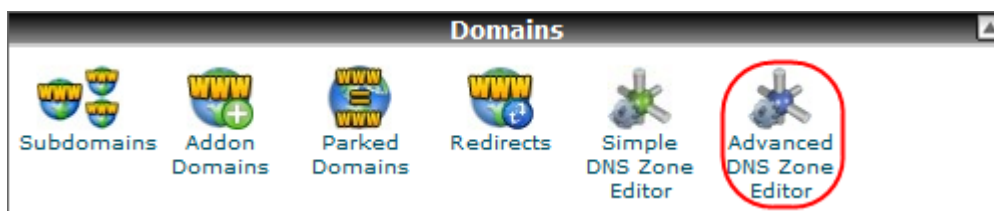
- **Name:** Enter the new record that you want to add.
- **TTL:** Enter the number in seconds that you want this record to be held in cache.
- **Type:** Select the type of record that you are adding.
- **Address:** Enter the IP address that you want your record to point to.

Once complete click the **Add Record** button, a notification will appear to confirm that the record has been added.

Delete a DNS record

Step 1

Scroll down to the *Domains* section and click on the **Advanced DNS Zone Editor** icon.



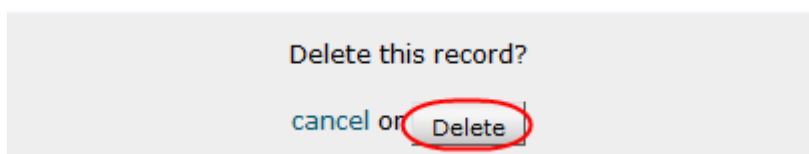
Step 2

Scroll down to the *Zone File Records* table and click *delete* next to the record you want to delete.

NAME	TTL	CLASS	TYPE	RECORD	ACTION
ns1.ralphsdomainname.com.	14400	IN	A	109.228.16.61	Edit Delete
ns2.ralphsdomainname.com.	14400	IN	A	109.228.18.72	Edit Delete
ralphsdomainname.com.	14400	IN	A	109.228.16.61	Edit Delete

Step 3

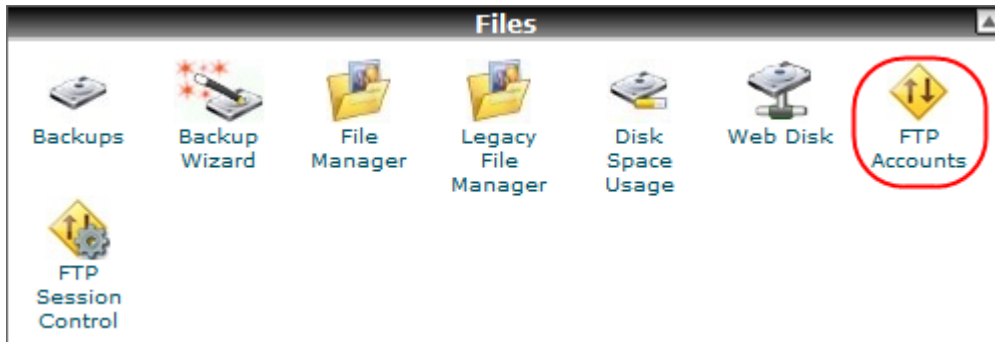
A dropdown will appear under the record you have chosen to delete. To confirm that you want to delete the record, click the **Delete** button.



Changing an FTP Password

Step 1

Scroll down to the *Files* section and click the **FTP Accounts** icon.



Step 2

Scroll down to the *FTP Accounts* section and click the *Change Password* link beside the account that you want to change the password for.

LOGIN	PATH	USAGE / QUOTA	ACTIONS
ralphsdomainname@ralptech.com/home/ralphu...mainname.com		0 / ∞ MB	Change Password Change Quota Delete Configure FTP Client

Step 3

Fill out the form as follows:

- **Password:** - Enter the new FTP password.
- **Password (again):** - Re-enter the new FTP password.

Password: ✓

Password (again): ✓

Strength: **Very Strong (100/100)** [Password Generator](#)

[cancel](#) or [Change Password](#)

Once finished, click the **Change Password** button. A confirmation notification will appear.



Quick tip: You can also use the **Password Generator** button to get cPanel to generate a strong password for you.

Changing a cPanel login password

Step 1

Scroll down to the *Preferences* section and click the **Change Password** icon.



Step 2

Enter your old password, followed by your new password as follows:

- **Old Password:** Enter your existing password.
- **New Password:** Enter your new password.
- **New Password (again):** Re-Enter your new password.

Once finished, click the **Change your password now!** button.

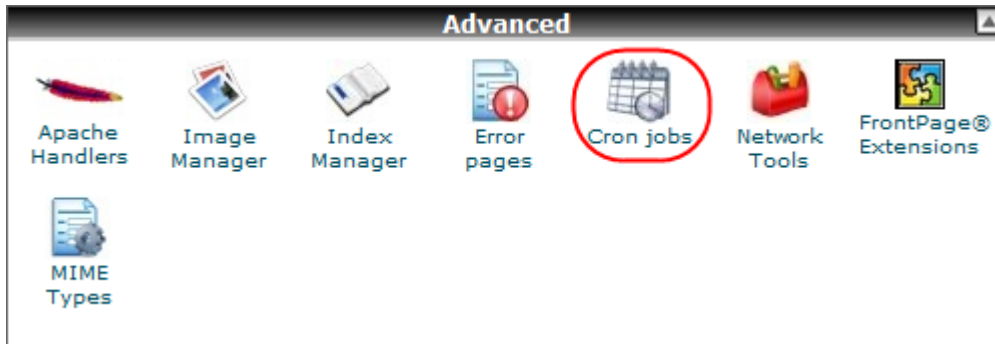


Quick tip: You can also use the **Password Generator** button to get cPanel to generate a strong password for you.

Setting up cron jobs in cPanel

Step 1

Scroll down to the *Advanced* section and click the **Cron Jobs** icon.



Step 2

Scroll down to the *Add New Cron Job* section. You can either select from the *Common Settings* drop down menus or fill out your own custom values. Fill out the form as follows:

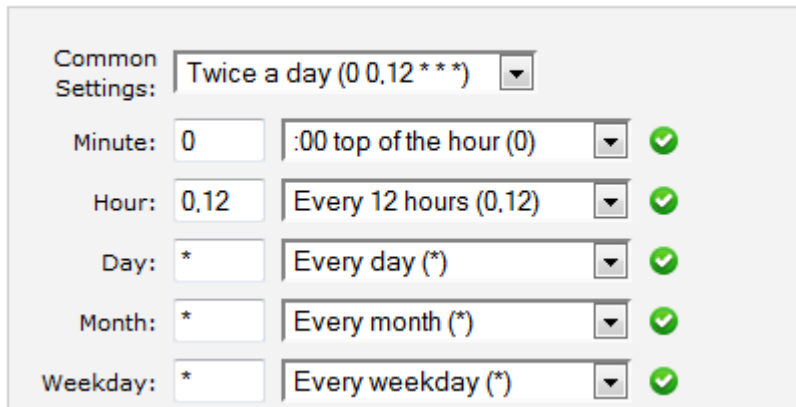
- **Common Settings:** - This option allows you to select a preset interval for your cron job to run.

If you have not chosen one of the preset *Common Settings*, choose from the other options:

- **Minute:** - Either enter a custom value or select a preset value from the *Common Settings* menu.
- **Hour:** - Either enter a custom value or select a preset value from the *Common Settings* menu.
- **Day:** - Either enter a custom value or select a preset value from the *Common Settings* menu.
- **Month:** - Either enter a custom value or select a preset value from the *Common Settings* menu.
- **Weekday:** - Either enter a custom value or select a preset value from the *Common Settings* menu.

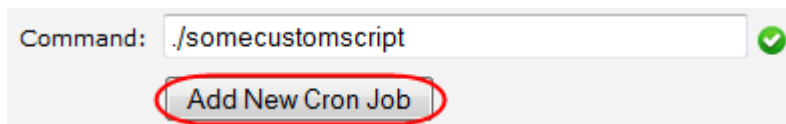
The following example shows a job set up to run twice daily.

Add New Cron Job



Step 3

Enter the command you want to run in the *Command* field and click **Add New Cron Job**.



A confirmation will appear to confirm that the job has been added.

Checking disk usage in cPanel

Step 1

Log in to cPanel, scroll down to the *Files* section and click the **Disk Space Usage** icon.



Step 2

You will see a graph displaying the directories and the disk space each directory uses. The bars represent usage relative to the largest directory.



Step 3

Further down the page you will see a table of directories, if you want to identify which directories are occupying the most space, select the **disk usage** option and the table will be sorted by largest to smallest.

The screenshot shows a dropdown menu with two options: 'name' and 'disk usage'. The 'disk usage' option is selected and circled in red.

Directory	Contained Disk Usage	
	MB	Bytes
/	0.30	315392
+ .cpanel	0.09	98304
+ mail	0.06	65536
tmp	0.04	40960
+ ssl	0.02	20480
+ Maildir	0.01	8192
+ .cpaddons	0.00	4096

Finding additional help for cPanel

You can access help resources by clicking on the help icon located in top right corner and choose a help link from the menu.



Direct Links

You can also access WHM and cPanel help resources directly through your web browser using any of the following links:

WHM guides and documentation:

<https://documentation.cpanel.net/pages/viewpage.action?pageId=2457745>

cPanel guides and documentation:

<https://documentation.cpanel.net/display/ALD/cPanel+User+Documentation>

cPanel & WHM FAQ:

<https://documentation.cpanel.net/display/ALD/WHM+FAQ>

cPanel & WHM Forum:

<https://forums.cpanel.net>